

## **CIVIL RIGHTS COMPLAINT PROCEDURE**

Each organization must have a complaint procedure and complaint log. The complaint procedure should become part of the organization's employee and/or volunteer handbook or procedures manual, whichever is applicable. This procedure must be part of the staff training. All staff must be trained on Civil Rights before they begin their duties of employment and annually thereafter.

Civil Rights Complaint Procedures should answer the following questions:

- What happens when a complaint is lodged against the organization?
- Who must be notified and within what time frame?
- Who took the complaint?
- What is the complaint (provide description)?
- What information should the complaint taker provide to the organization?
- What is the name and contact information of the complainant?
- Whose responsibility is it to notify the SDE?
- What is the process for keeping the tracking log up to date?
- Who must be trained on this procedure and how often?
- Was there an investigation?
- Who did the investigation?
- What complaints need an investigation?
- Date when the complaint was resolved or what happened to the complaint?